

## **Regional Meeting Report #3**

### **Virginia State Preparedness Report (SPR) Project Regional Meeting, Region V Greenbrier Conference Center Chesapeake, VA; Dec 3, 2007**

**For:** Susan Mongold, OCP Program Manager  
**Info:** Dave Hunt, CRA Program Manager  
**From:** Sam McKinney, CRA Project Manager  
**Period:** Dec 3, 2007  
**Project:** A702-025

**Purpose:** The following information is presented in bullet format, by breakout group, without supporting comments and recommendations. The purpose of this report is to provide the program managers with a snapshot of the regions' current accomplishments and capabilities and recommended targets and initiatives for the future.

The comments are presented without attribution to a particular agency or individual.

#### **Enhance Regional Collaboration:**

General: Region V has a robust regional collaboration ongoing among the 16 members of the Hampton Roads Planning District Commission (HRPDC) and across the state's borders into NC to the south and into MD on the eastern shore. The region participates with Federal and military partners in the DOD Regional Threat Working Group. There are, however, gaps in the coverage in that all the region's jurisdictions are not active participants in many of the planning groups and activities.

#### **Current Capabilities and Accomplishments:**

- The leading planning group for the region is the HRPDC and its subgroup, the Region Emergency Management Technical Advisory Committee (REMTAC).
- Emergency managers are meeting twice a month
- Mass casualty planning has been ongoing for many years
- MMRS is one of three in the state
- Radio caches for interoperability
- Six Medical Reserve Corps (MRC) are located in the region
- Fire Chiefs meet monthly (Fire Chiefs Association)
- Police Chiefs meet monthly (Police Chiefs Association)
- Consistent training programs for first responders - Fire, EMS, Law Enforcement
- Voluntary Organizations Active in Disasters (VOAD) group meets regularly (?)
- Seven regional Food Banks meet quarterly
- Thirty four law enforcement agencies in the region communicate and cooperate routinely
- Localities use video conferencing regularly
- Some of the regional EOCs use WebEOC to share information and invite local military and higher education organizations to participate in the EOC

- Non profit organizations, private sector and citizen groups are welcomed in the planning process
- The Cities Readiness Initiative (CRI) planning for mass prophylaxis is ongoing
- HRPDC sponsors an annual workshop for non acute care medical facilities and nursing homes for planning purposes
- Inmate evacuation from regional and local jails is in planning

#### Targets for 2010

- Enhance regionalism – need to meet, talk, work together, cooperate as a region and conduct all planning meetings in accordance with established standards (Roberts Rules of Order), keep accurate records (meeting minutes) and provide accountability for assigned actions
- Enhance the involvement of all jurisdictions and organizations, to include the military within the region, into the regional collaboration structure
- Enhance the involvement of the private sector (business community) into the regions emergency management planning structure
- Enhance the involvement of the faith based groups (religious organizations) into the emergency preparedness programs within the region
- WebEOC should be a region asset and available in locality EOCs
- Communications Interoperability – set a goal for 100%
- Better information sharing practices – share “best practices,” improve situational awareness and common operating picture throughout the region

#### Initiatives/Steps

- Begin to act, work, and think like a region and get the region leadership to conduct the planning groups’ business in a more professional manner – follow established procedures, implement discipline and accountability, set priorities, publish decisions, and provide procedural training for new members.
- Enhance WebEOC operations within the region – “we have the money to do this, but we need time and more personnel assigned to the project.” The REMTAC should make this a priority project.
- The HRPDC needs to enhance the collaborative process by getting organized – define stakeholders, develop overarching goals and objectives, refine the region’s strategy, define roles and functions, and provide coordination for the many groups conducting the region’s business.
- Conduct more regional exercises to test first responders but also to examine evacuation, mitigation and recovery issues – exercises should be based on terrorism scenarios as well as natural disasters (hurricanes)
- Review and update all MOAs/MOUs region wide

#### **Enhance Communication Capabilities:**

##### Current Capabilities and Accomplishments:

- Communications now are with the Police, Fire, EMS, Sheriff’s Department and the Coastguard.
- Communications within jurisdictions include Public Works and Utilities.
- The 800 communication system is being used in the peninsula region.

- Within the political jurisdiction communication capability is in place (agency to agency).
- Not everyone has WEB EOC.
- Some have collaborative software – high speed network.
- Some have radio network, 800 megahertz – peninsula.
- Some have the 700 megahertz overlay system which allows roaming from city to city throughout the peninsula – regional level.
- Communication with the public includes cable company communications via television for public awareness, Stargazer, reverse 911 published and non published land lines, hotels, OnStar System, XM/SIRRRUS satellite radio, text messaging, wireless/messages to a tower and sirens.
- The peninsula is planning a drill in March 2008. (The eastern shore is in a different planning region).
- Ham radio capabilities are in place as a back up process.
- There is an Advisory Committee in place in the Hampton Roads area.
- Political definitions, funding issues limit communication process amongst Hampton Roads area, eastern shore area and Isle of Wight.
- The Grant process is good for initial start process, but how do you keep it going?
- Police communications are self contained within locality (city).
- A common standard base shared system is to be put in place in the Hampton Roads area. (subscriber units).
- National broadband system for Public Safety built by a private provider is in process.

#### Targets for 2010 and Initiatives:

- There is a need to bring all EOC's together.
- Take geographic regions and break down into sub regions.
- Need a Project Manager funded to head initiatives.
- Need a full time employee and support staff, not a consultant to work on projects.
- Promote continuous flow of communication with the COG group.
- Promote networking with provider level, government level and regional level.
- State wide standards need to be updated.
- Funding to support communications is needed.
- Bulk buying is needed. The state could put on a bid list.
- State could delegate an Interoperability Plan.
- Cut the "red tape," state and above.
- Define systems to systems function – your system is a part of a bigger system.
- The Grant process is cumbersome and difficult to use for smaller jurisdictions.
- Regional/group employees to implement and maintain system would greatly add to effectiveness of system.
- Close gap in mass public communication – regional.
- All jurisdictions need to have the ability to communicate throughout the region extending to North Carolina.
- EOC's need to be in sync.
- Budget to cover the cost of portable coverage to make Orion compliant amongst jurisdictions.

- Enhance 1<sup>st</sup> response = \$30-50 million budget by 2010.
- To receive \$75 million to comply for P25 digital to cover jurisdictions by 2010.
- Insure cellular systems work together.
- Insure regional interconnect.
- Insure cable companies work together.
- Command the control voice and data system that interoperated throughout the Hampton Roads region.
- Define the region.
- Funding of staff.
- Expansion of Orion.
- Field subscriber units.
- Replace radio units with P25.
- Web EOC region wide.
- 80% notification of civilian population.
- 1<sup>st</sup> response enhancements.

### **Enhance CBRNE Detection, Response, and Decontamination:**

#### **Current Capabilities and Accomplishments:**

- Response strike team is in full operation.
- Regional involvement.
- MMRT fully operational.
- Enhanced HAZMAT training.
- Expanded terrorism training.
- Clinical protective equipment/clothing.
- Hospital enhancements – equipment, clothing.
- Hospital training.
- Meds stockpile.
- Tech rescue enhancements and equipment training.
- Monitoring, detection and analysis equipment
- Mass containment.
- Relationships for exercises – many in place.
- New laws under terrorism statute for prosecution.
- Support for the HAZMAT/CBRNE investigation.
- Bioterrorism programs, personnel, equipment info, surveillance, stockpile and meds – communication improves all capabilities.
- Terrorist training state curriculum.
- Chemical protective clothing.
- EMS public enhancement and capabilities.
- Monitoring HAZMAT, SCBAs, IOs in Mexico and Nevada.
- Supplied radiological papers, tech rescue teams, enhancements for explosive exercises.
- Grants for Public Safety, MMRS, FEMA.
- Supplied equipment for installations – Fire/EMS/Police Force.
- Installations are available off post and on post. Most are prepared with DOC but not all are in compliance.

### **Targets and Initiatives:**

- No Grants for Public Works and supporters.
- Sensors are expiring and need to be replaced.
- Army - Short on personnel. Not enough support for facilities.
- Army – Want to work with Newport News and the locals.
- Army – HR support with chemical equipment and training for emergencies.
- Army – Training, training, training.
- State Police – Depend on local support and localities.
- State Police – Has small groups to collect evidence for prosecutions.
- State Police – Able to support large scale events – Ex: NASCAR
- State Police – Have enough equipment for large venues.
- State Police – Able to collect terrorist evidence for prosecutions.
- Health Department – Need large Grants for disease control (\$25,000).
- Health Department – Antibiotics – Train people to set up labels.
- Health Department – Need EMS Planners.
- Health Department – People needed to transport, write prescriptions and sustain equipment.
- Health Department – Share information with agencies.
- WEB EOC
- VTC Structure – Agencies not able to use the same systems.
- Most agencies have CERT Teams for emergencies. The challenge is to keep them involved.
- Need for individual preparedness for home and family emergency Plan.
- HAZMAT on 64 – no training involved to tear down a tractor trailer.
- Respirators are needed for Public works.
- Sustain capabilities through planning, training, supplies, communications, man power and dollars.
- Base commanders change everything at any time and preparedness is impossible with change in communication to local and regional areas.
- Commanders must support changes. The region is not involved.
- Expiration of equipment in 2010.
- Need more training, funding, use of equipment.
- Deal with the turnover issue.
- Grants for marine capabilities must continue.
- Full response for military Coast Guard are set up for triple missions – not search and rescue teams.
- Exchange personnel.
- Priorities: Money; Federal, State and county shelters; special medical needs; time and equipment; community capability; prepare for natural destruction and emergency personnel which is down by 20 – 30%.
- Develop an exercise program to find out what resources every department has, and have all functions involved and documented.
- Share exercises.
- Regionally – Establish a task group to prioritize what we can supply and how we can regroup within six (6) months. What is on hand and what is needed.

## **Enhance Planning and COOP:**

### **Current Capabilities and Accomplishments:**

- All Jurisdictions have EOPs
- Hampton Roads Emergency Council
- LEPC
- Regional Debris Mgmt. Plan
- Hampton Roads Military Council
- All use 700 & 800 MHz Radio Systems
- Orion System for EOCs
- TCIP Regional Plan
- Mandatory NIMS Training
- Use National CBRN Plan
- USAI designation
- Port security agreements
- Working relationships with Federal Agencies
- LINX System – Law Enforcement Database
- All have Mitigation Plans
- Traffic Evacuation Plans using lane reversal
- Sheltering Plans and MOU's with each jurisdiction with special needs population included

### **Targets for 2010**

- Need to develop regional plans based on 15 DHS scenarios
- Recognize differences between State Govt. and Commonwealth System as far as implementing plans
- Work to develop a VDEM regional plan for Hampton Roads area.
- Increase resources and planning for evacuation, special needs and pets
- Increase planning for citizen preparedness
- Expand reverse 911 system to wireless and cell phones
- Increase Planning for use of NIMS system
- Increase planning Logistics
- Develop revenue plan to preparedness initiatives for example a user fee
- Regulatory changes for special needs in evacuation, logistics for support and equipment for facilities, etc.
- Increase funding and support for exercises

### **Steps/Initiatives**

- Develop and prioritize an agenda to address the objectives listed above
- Identify the group or regional organization responsible for addressing the objectives
- Identify the staffing levels needed to implement the above objectives
- Identify sources of long term funding to support the planning and review process
- Identify authority conflicts in developing and implementing a regional plan
- Identify a regional evaluation process for current programs to determine effectiveness
- Prioritize programs that need to sustain in times of budget shortfalls
- Develop succession planning for emergency management programs

- Develop a training matrix to include appropriate subjects, calendars and exercises; etc. Use National exercise System
- Develop and administer requirement for regions to implement COOP planning.
- Develop a Hazard mitigation plan for “man made” hazards.

### **Evacuation, Shelter-in-Place, and Mass Care (Shelter and Feeding):**

#### **Accomplishments/Capabilities**

- Local emergency managers meet twice monthly to review and discuss emergency planning issues and challenges
  - Challenges specific to evacuation, sheltering, and mass care include 4 areas:
    - Those who need assistance, (i.e. special needs populations including those without transportation
    - How to safely evacuate them from harms way and/or out of the area
    - Available modes of transportation
    - Evacuation sites (i.e. where to send evacuees)
- Regional meetings with sheriff offices to plan for regional jail evacuations or sheltering in place plan
- Metropolitan Medical Response System (MMRS) regional healthcare committee meetings to discuss the movement of patients to other facilities
- State has identified and planned for state owned shelters (ODU, William and Mary, etc) over and above those identified in regional and local jurisdiction’s plans
- Annual regional Health Organizations Emergency planning seminars (HOEPS) for nursing homes, assisted living facilities, group homes, home health agencies, dialysis centers. Specific accomplishments include:
  - Facilities have been added to the Hampton Roads WebEOC
  - Facilities have a point of contact at the regional social services office to assist with planning, questions, etc.
  - Emergency planning templates have been developed to assist facilities with planning for evacuation and sheltering in place
  - Some facilities now have plans and supplies to shelter in place beyond 3 days; often up to 7 to 10 days
- Army Corps of Engineer Surge and Flood Plains study caused the American Red Cross and the region to revise their shelter plans – had 20 sites, now have 5.
- American Red Cross (ARC) has drafted a catastrophic plan for Hampton Roads area
- Region has developed some MOUs with other large cities such as Richmond to use large facilities for sheltering large volumes of residents (i.e. Richmond Coliseum)
- Region has met with bordering NC jurisdictions to plan evacuations to avoid potential traffic flow problems
- Plans exist to shut down the Chesapeake Bay Bridge Tunnel during high winds or other dangerous situations; citizens are accustomed to the warnings and occasional closures.

- Virginia Institute of Marine Science has completed a storm surge model, and the College of William and Mary School of Public Policy has completed a nursing home study that potentially can be used to assist with planning.
- Hampton Roads Region has completed a study of the special needs population including those without transportation. This raw data provides the first step of developing a plan to take care of the evacuation and sheltering needs of the this population.
  - USAI is continuing to study specific needs of this population during large scale emergencies/disasters
- VDOT Lane Reversal plan in effect and has been practiced.

#### Targets for 2010

- A broad definition exists for the term *special needs population* – need to better define, classify, or categorize.
- Regional transportation study is needed to identify how to get special needs population out of the area and transport to another location. For example, the region has not identified the type and number of buses and/or equipment that will be needed to transport special needs individuals.
- Need regional traffic light study to determine how to synchronize lights when evacuation lane reversal is implemented
- American Red Cross state plan does not include staffing support for local shelters –can provide staffing and food, but current plan does not include those support items
- Better coordination with school systems and other stakeholders when schools intend to close; allows jurisdiction to better implement evacuations and the opening of shelters
- Many well written plans exist yet include unrealistic expectations; need to test and exercise those plans, such as evacuation of special needs population
- More healthcare facilities (including nursing homes, assisted living, etc) need to recognize it is their responsibility to care for their own. Too many assume the region or state will provide resources to evacuate
- Mass Casualty Incident (MCI) plans of the EMS community do not include plans for assisting in evacuations. It is also unclear which, if any, private ambulance companies have existing MOUs to assist medical facilities with evacuations.
- Need to increase number of trained volunteers
- Need mobile supply trailers for region, including but not limited to supplies for special needs populations.
- Need statutes that require healthcare facilities to develop evacuation and shelter-in place plans over and above those required by accreditation organizations and agencies. Statues should require:
  - Regional approval
  - Plans are shared with regional state agencies and the local emergency management agency
- Funding for a regional engineer wind rating study for shelters and critical infrastructures. This will help the region determine if shelters are safe for hurricane evacuations and will also help with future mitigation plans



- Need review of all mutual aid agreements- many felt they were outdated, with numerous agencies/facilities counting on the same resource
- Reduce transportation gaps for evacuation for those without modes of transportation, and non ambulatory residents
- Increase shelters/space and resources (staffing, supplies, etc)
  - Develop pet sheltering plan
- Completion of special needs registry
  - Explore possibility of cross referencing shelter registry with sex offender registry
  - Integrate remaining nursing home/assisted living facilities with special needs populations into WebEOC
- Ongoing community education with citizens on how to shelter in place, evacuation plans and procedures, etc.

#### Initiatives/Step to reach Targets

- Continue exercise program to include targets for 2008-2010
  - Have at least one exercise dedicated to special needs population (evacuation)

#### **Critical Resource Logistics and Distribution:**

##### Current Capabilities and Accomplishments:

- HRPDC has hired regional contractors whose purpose is the removal of debris – 16 locality groups and contracts are in place for removal.
- There is more involvement of broader resources.
- There is communications between various entities.
- Health Department and CDC money is focused on the area of Pandemic Flu preparation in individual localities.
- Regional meetings taking place in Hampton Roads, Health Department, Public Works, hospitals, MMRS.
- Meetings taking place to discuss distribution centers (PODs).
- Amphitheatre located in Virginia Beach sponsored a four (4) hour exercise – triage, traffic flow Plans, Health Care components – water blankets (distribution scenarios), Security issues – Access control and logistics were a major concern – highways and tractor trailer staging.
- There is focus on an exercise for POD sites already selected.
- Identified needs for area funding set in place so focus can be placed on Emergency Management and execution, not where funding is coming from. Focus is on a quicker response.
- Regional sharing has been established with Virginia Beach and the surrounding areas. Resources will be shared with neighboring localities.
- All equipment is catalogued by the Department of Public Works so that resources can be shared with each other.
- Host sites have been established in case of overages. An example would be persons needing additional housing in case of overages in the area of relocation.
- Marked increase in training for everyone in all dynamics of emergency.
- The military is a prominent resource however, specific to the Federal government.

- There have been increased conversations so there is more willingness to assist in critical situations.
- In Accomack County: As a result of emergency exercises, emergency vehicles (6 and 4 wheel drives) have been purchased.
- There has been a broader based knowledge/heightened awareness of resources – who has what and where.
- Hardened communication systems available to ensure communications are intact. Strengthened towers, identified distribution centers, coordination between departments, stockpiled water and generators, identified alpha persons and beta persons. You can't take care of the population if you can't take care of the workforce.
- Returning state to normalcy ASAP.
- Cleaning roads: Train persons to operate chain saws. Rig main intersections with portable generators.
- Accomack County – Rural – Pandemic exercise to get information to residents.
- Pandemic Flu exercise to get supplies to approximately 800 persons in two (2) hours.
- Daily Press and Health Department – ability to use the newspaper to distribute information regarding meds. – Contracts with newspapers.
- MRC capabilities – identified and trained personnel volunteers (regional volunteers).
- Continue to educate community members.
- Be able to coordinate local resources through non-profit organizations – Red Cross/Angel Flight/Salvation Army.
- Communications – Public service announcements via radio stations.
- Use local hand radios. Operators using them as a resource.
- Go to existing resources to find out who is trained and certified for what, specifically, so resources can be used more efficiently. There are 5,000 persons listed as resources.
- There are 10,000 gallons of water/day connecting Norfolk and Portsmouth's water system. This is operable now.
- Utility Directors meet once a month with the Health Department.

#### **Targets for 2010 and Initiatives:**

- Needs to be a contract in place for transportation.
- Needs to be continuous monitoring so priorities can be put in place.
- Jurisdictions must be capable of maintaining themselves for 5-7 days. Resources are only available to maintain for the short term.
- Regions and state agree on: staging, distribution and resource coordination. Ex: Regional exercises with all entities – regional response preparation.
- Regional/state understanding of traffic flow. Ex: Who controls traffic and gridlock – extend this idea to local traffic also.
- There needs to be all need sheltering and transportation for all persons with extenuating needs (handicapped, elderly).
- Enhance citizen education regarding emergency awareness.
- MRC: 2,500 volunteers in the Peninsula area. All MRC units meet 50% of

volunteer goals.

- Accomack county, Delaware, Maryland – Coordinate and put in place an Evacuation Plan. There are nine (9) resources with coordinating states.
- There needs to be more shared regional Plans.
- By 2010, all aware of medical care facilities. Ex: Critical Care patients – How to facilitate their relocation and transportation.
- Strengthen all programs – continue their development.
- Need for more recruitment.
- Expand outside agreements – Virginia Beach and Chesapeake – Make it a more formal program.
- Create more awareness.
- Expand HRPDC participation. It has been limited to Emergency Management.
- There is a need for ten (10) generators. Identify and find funding for resources.
- Fuel is going to be a major issue and needs to be made an accessible resource.
- Localities need to go to businesses to find out what their power resources are.
- Identify private retailer resources.
- It is critical that the population be conditioned to rely on themselves.
- Get a commitment from Dominion Power to coordinate local resources at regional levels.
- Gets a commitment from Dominion pertaining to the debris side of evacuation.
- There is a need for more regional and state guidance and training.
- Needs to be a standard Plan for Recovery – 48 hours to 4 to 6 weeks after an incident has occurred.
- Need continual planning meetings to keep the planning process ongoing.
- State and regional annual exercises and training for recovery.
- Include NGO's not in just post critical situations. (NGO's are the Salvation Army, Red Cross, and Angel Flight).